

GMAP Summary Update

July 6, 2006

Sharon Whitehead, Deputy Director, WA Department of Licensing

Alan Haight, CFO, WA Department of Licensing

1. What GMAP elements have worked well? Not so well?

Advantages for managing our agency:

- GMAP provides a central focus for our efforts to improve organizational performance.
- GMAP gives a tangible focal point for our energy, spawning positive changes to our internal business reviews.
- It is associated with practical and time-tested management techniques and terminology.
- A strong and pragmatic example from the top adds authority to all of our accountability efforts, enabling change.
- Helps us to connect data to program goals, driving data cleansing, use and collection.
- The emphasis on telling a story with verifiable data peaked interest in managers and staff in data driven graphics, logic models and other techniques.
- It helps us compare notes and learn from accountability and performance programs in other agencies.
- Where some performance programs in the past came and went, GMAP seems more comprehensive and stable.
- GMAP tools are being tried in new places, such as logic models for budget decision packages and employee development plans.
- We are realizing the advantages of keeping the open, no blame/fix the problem, approach to accountability.

Promoting Customer Service approach:

- Enhances interagency consistency and coordination on critical issues. It helped us identify critical traffic safety issues and work more closely with our partners, WSP and WTSC.
- GMAP has been a good tool for connecting employees to services to customers.
- GMAP has helped us keep an outcome orientation that can be traced to citizen needs and interests.

Difficult GMAP areas thus far:

- Connecting GMAP to individual performance and employee development
- Fully utilizing the GMAP thread to connect each level of the agency, from executive to units to individuals.
- Balancing operational efficiency with GMAP changes and saturation.
- Consistency in holding internal GMAP presentations and following up on actions
- Website assistance for individuals and programs to self instruct and advance in GMAP
- Data: storage, cleansing, consistency and use.

2. What could we do to make GMAP better, either internally or at the statewide level?

- The State GMAP program has made gains in tying together our various budget, planning and performance reports, but this could be improved. Additionally, separate reports concerning GMAP still contain overlapping content.
- Additional staff resources (a designated staff person) could help us to integrate GMAP into all levels of our agency and coordinate better with efforts from other agencies.
- Add more emphasis on efficiency issues, to complement the critical policy actions we consider at a statewide level.
- Explore greater links to agency strategic planning and division business plans.
- Involve the public more – through interactive dashboards, web site links, etc.

TRAFFIC SAFETY GMAP

Washington State Department of Licensing

Washington State Patrol

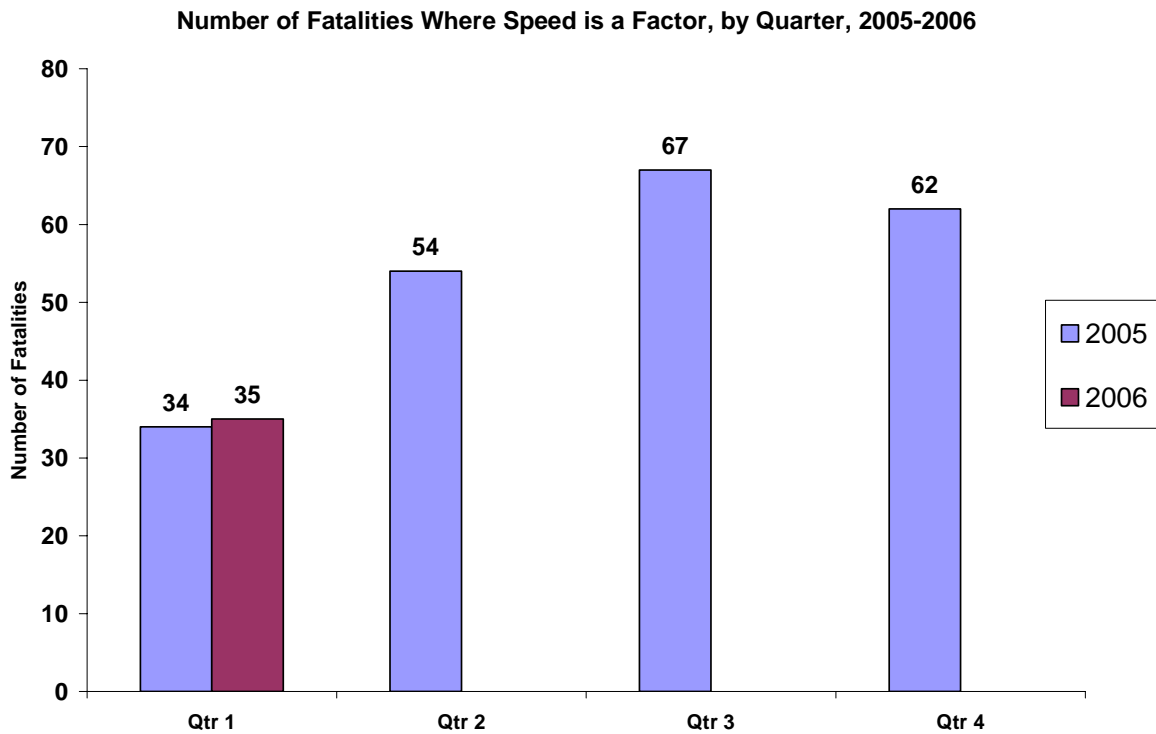
Washington Traffic Safety Commission

April 2006

Governor's Priority: Improve the safety of people and property.

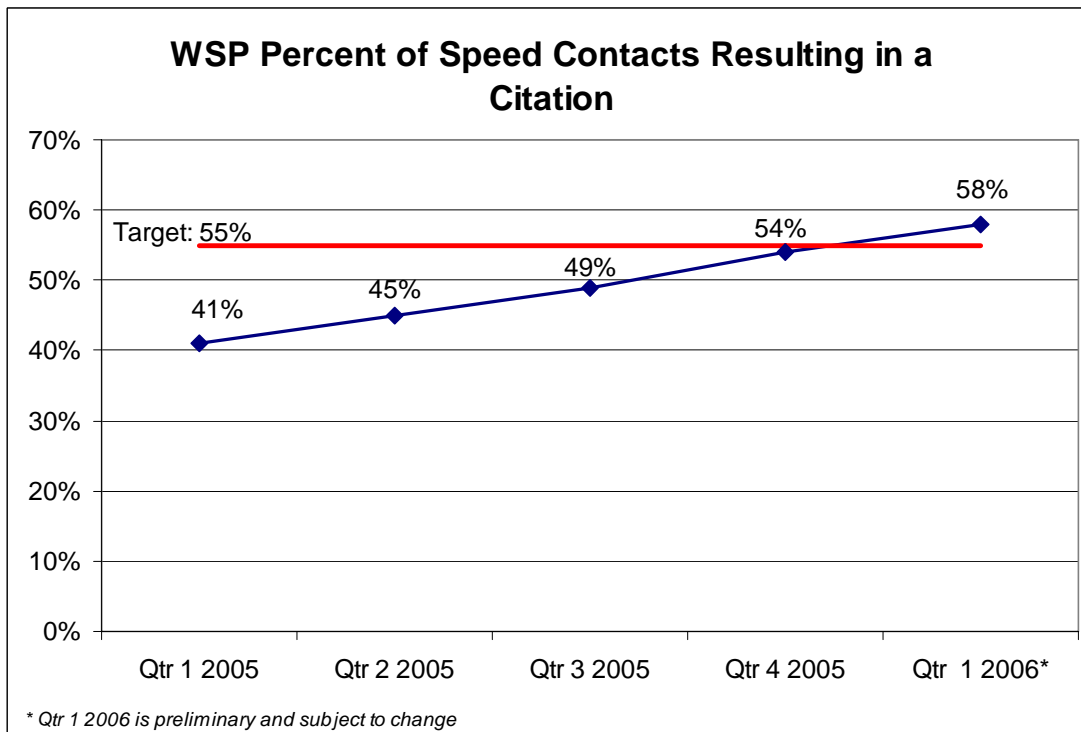
Subtopic	Goal/Measure	2005 Baseline and 2006 Targets & Actual				
		Qtr1	Qtr2	Qtr3	Qtr4	
Speeding	1. Reduce the # of fatalities where speed is a factor by 5% per year	2005 Actual		2005 Actual	2005 Actual	2005 Actual
		#1	34	54	67	62
		#2	41%	45%	49%	54%
		#3	6775	6360	6195	9203
	2. (WSP)Percent of speed contacts resulting in a citation	2006 Target		2006 Target	2006 Target	2006 Target
		#1	31	51	64	59
		#2	55%	55%	55%	55%
		#3	6418	6003	5838	8846
	3. Reduce the # of speed related collisions by 5% by year	2006 Actual		2006 Actual	2006 Actual	2006 Actual
		#1	*35			
		#2	58%			
		#3	*2734			
* 2006 data is preliminary and will increase as we continue data entry						
Actions	Comments					
1. (WTSC) Identify top 10 spots in the state experiencing high speed related serious injury or fatal collisions. (3-06)	1. The Speed Committee has identified the top 4 counties: King, Snohomish, Pierce, and Yakima as possible locations. We are in the process of identifying two key locations for running a pilot speed campaign in the same vain as “Click it or Ticket”. We anticipate top 10 speed spots identified by (6-06).					
2. (DOT) Support legislation for use of photo speed enforcement in work zones. (3-06)						
3. (DOT) Post signage for speed enforcement in targeted areas. (4-06)						
4. (WSP) Target dangerous speeding and aggressive driving. (9-06)						
5. (WSP) Develop public education campaign. (12-06)	2. Legislation did not pass (1-06) for use of photo speed enforcement in work zones. This action item will be revisited for the 2007 legislative session.					
	3. Once the top speeding locations have been identified, DOT will post signage.					

Speed Performance Measure #1

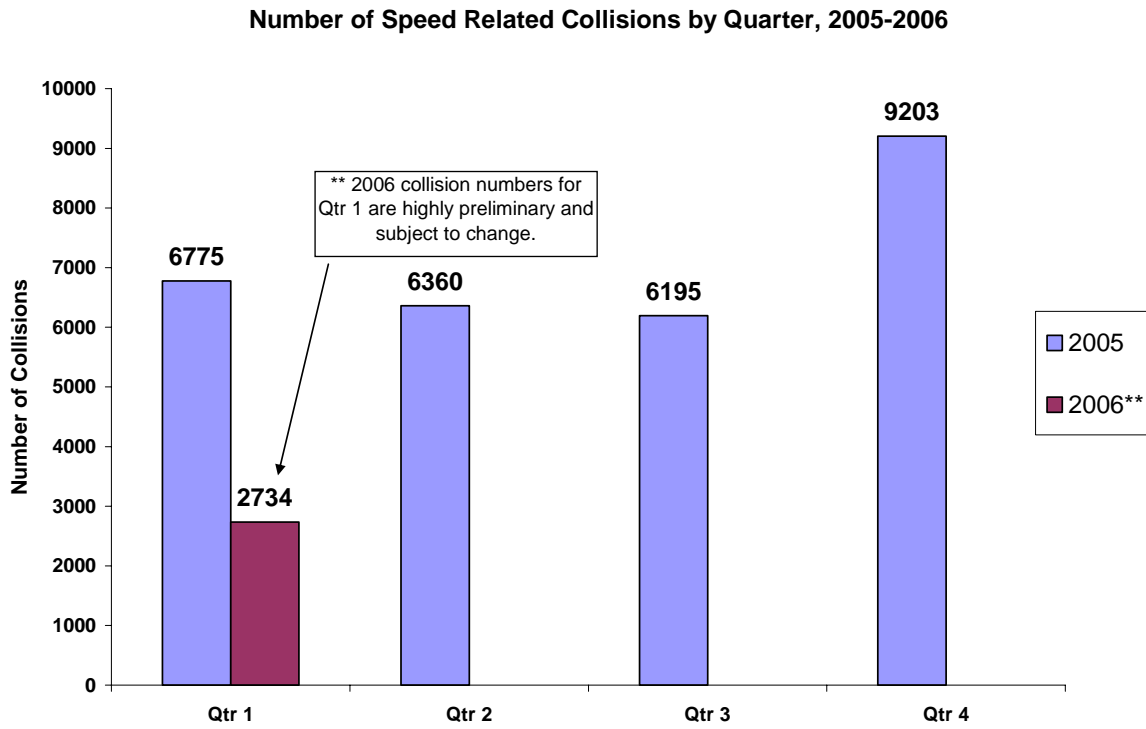


Data Source: WSDOT as of 4/13/06. Numbers are preliminary and subject to change.

Speed Performance Measure #2



Speed Performance Measure #3

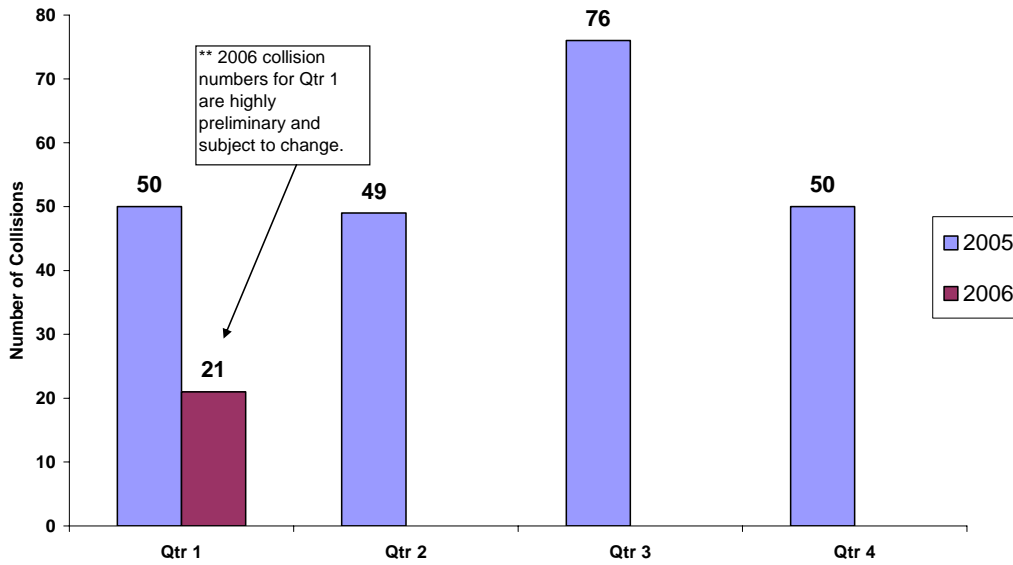


Data Source: WSDOT as of 04/13/06

Subtopic	Goal/Measure	2005 Baseline and 2006 Targets & Actual				
		Qtr1		Qtr2	Qtr3	Qtr4
Impaired Drivers	1. Reduce the # of fatal collisions where alcohol was involved by 4% per year.	2005 Actual		2005 Actual	2005 Actual	2005 Actual
		#1	50	49	76	50
		#2	12	5	7	3
		#3	427	402	343	384
	2. Reduce the # of fatal collisions where drugs were involved by 4% per year	2006 Target		2006 Target	2006 Target	2006 Target
		#1	49	48	75	49
		#2	11	4	6	3
		#3	432	407	347	389
	3. Increase the # of drug evaluations by 5% per year	2006 Actual		2006 Actual	2006 Actual	2006 Actual
		#1	*21			
		#2	*0			
		#3	*195			
* 2006 data is preliminary and will increase as we continue data entry						
Actions		Comments				
1. (WSP/WAPA) Meet with stakeholders to discuss drug impairment legislation. (3-06) 2. (WSP) Identify problem areas and target enforcement. (3-06) 3. (WSP) Increase commercial drinking locations coding rate and work with LCB on over-service. (monthly) 4. (WSP) Better utilize drug recognition experts. (12-06)		The GMAP of 9-30-05 presented 4 primary measures and 10 action items. We have prioritized measures and the following will be tracked at the agency level but not reported in the quarterly GMAP updates: <ul style="list-style-type: none"># of city/county drug recognition expertsDOL dismissal ratesCommercial drinking location coding rateTrain additional expertsIncrease drug recognition schoolsEmphasize importance of DRE program, plan DRE emphasis patrols, and train new DRETraining emphasis and data analysisEmphasize importance of identifying the drinking location 1. We have met with the prosecutors and the AG's office on developing new language for the drug impairment legislation. The change would do three things: <ul style="list-style-type: none">Fix the implied consent warnings for those under 21 years of age.Add solvents as intoxicants under the definitions of the RCW.Make it an offense to drive in the state while having a schedule I or II controlled substance in your blood. 2. We are in the midst of developing the criteria to pinpoint the problem areas for impaired driving on a statewide analytical basis. We have found, that although we have vast amounts of data on this subject, we are lacking in the proper tools to take on this large of an analysis. While we are moving towards GIS analysis and merging of databases, we are not equipped to produce this statewide analysis. WSP is partnering with WSDOT to examine how data systems can be linked and work together to obtain this goal. Some local analysis is being done out in the field, but it is variable in availability from District to District. 3. A partnership with WSP and LCB has been established to increase the coding of liquor establishments and reduce over-service. Troopers have gone on rides with liquor control agents to better understand their job duties and how proper coding relates to reducing over-service. The LCB uses this information on a monthly basis to identify establishment that over-serve. The establishments change and the running quarterly compliance rate month to month is tracked for each specific group. This focused effort has resulted in a 54% reduction in DUIs and lowered BAC results from those identified problem establishments for 3 rd quarter of 2005 and a 56% reduction for 4 th quarter.				

Impaired Drivers Performance Measure #1

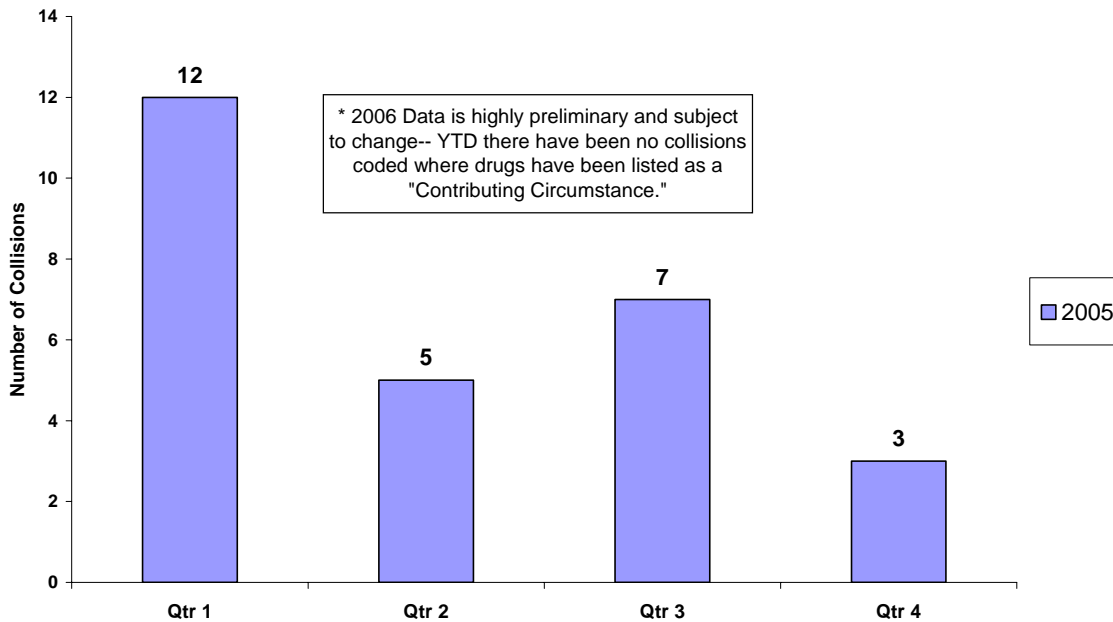
Number of Fatal Collisions Where Alcohol was Involved by Quarter, 2005-2006



Data Source: WSDOT as of 04/13/06

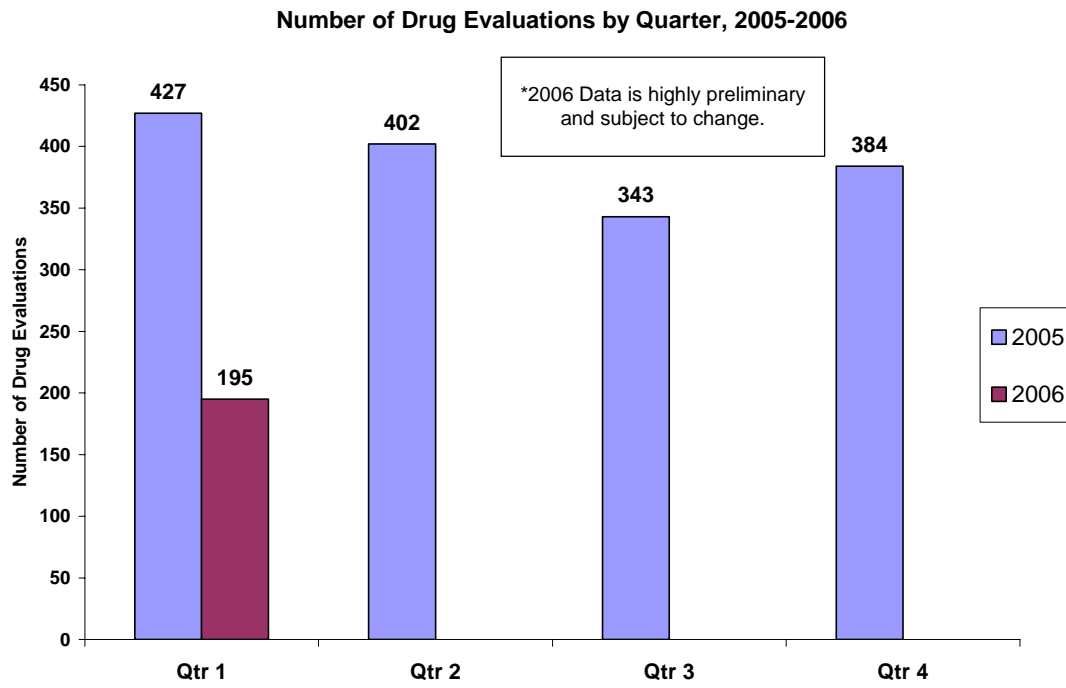
Impaired Drivers Performance Measure #2

Number of Fatal Collisions Where Drugs Were Indicated as a Contributing Circumstance by Quarter, 2005



Data Source: WSDOT as of 04/13/06

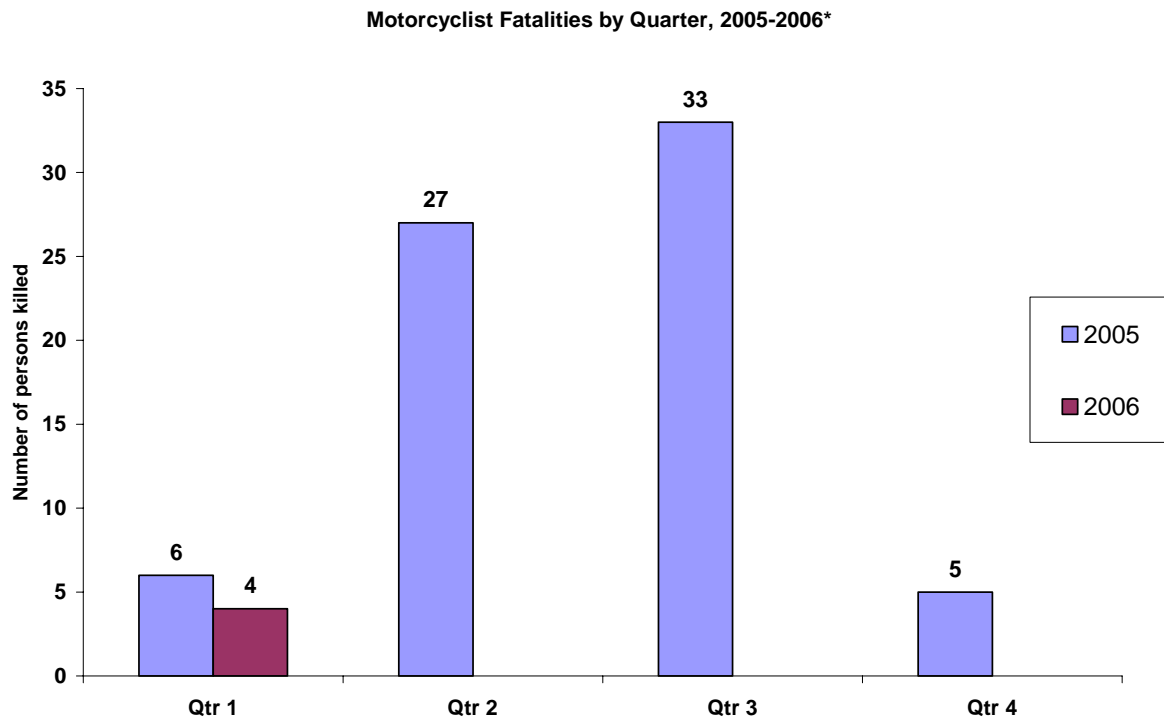
Impaired Drivers Performance Measure #3



Data Source: WSP as of 04/13/2006

Subtopic	Goal/Measure	2005 Baseline and 2006 Targets & Actual			
		Qtr1	Qtr2	Qtr3	Qtr4
Motorcyclist Safety	1. Reduce the # of motorcyclist fatalities per year by 10	2005 actual fatalities-6	2005 actual fatalities-27	2005 actual fatalities-33	2005 actual fatalities-5
		2006 Target	2006 Target	2006 Target	2006 Target
		4	24	29	4
		2006 Actual	2006 Actual	2006 Actual	2006 Actual
		4*			
Actions	Comments				
1. (DOL) Establish a task force of stakeholders to review issues and long term solutions. (1-06) 2. (DOL) Meet with interest groups. (12-05 thru 12-06) 3. (DOL) Distribute educational information. (12-05 thru 12-06) 4. (DOL) Evaluate approaches to reduce fatalities, including possible legislation. (12-06)	A Motorcycle Task Force was formed to determine primary causes for motorcycle collisions and provide recommendations that will reduce fatalities and serious injuries. The task force began meeting monthly in January 2006. While the task force looks at issues and options, we continue to meet with interest groups and distribute educational information. The task force has reviewed FARS data on fatal and serious injury collisions and is analyzing the data to create an inventory of ideas for collision prevention. They will present their recommendations to DOL's director in June 2006. Their recommendations will include suggested updates to the Motorcycle Safety Program. *Note: fatalities are for motorcycle operators and passengers; data source is FARS/WTSC. Data is preliminary as of 4/20/06.				

Motorcyclist Safety Performance Measure #1



Source: Fatality Analysis Reporting System (FARS) as of 4/2006. Numbers are preliminary.

Subtopic	Goal/Measure	Qtr1	Qtr2	Qtr3	Qtr4
		Target TBD	Target TBD	Target TBD	Target TBD
Driver Behavior	TBD	Actual	Actual	Actual	Actual
Actions	Comments				
1. (DOL) Analyze driver behavior data to determine risk factors. (8-06) 2. (DOL) Identify licensing actions relevant to specific at-risk driver groups. (10-06)	<p>A DOL internal staff At-risk Drivers task force was formed to:</p> <ul style="list-style-type: none"> Determine whether primary driver factors for fatal and serious injury collisions exist (i.e. age, license type, license status, violation type, violation volume). If key factors exist, provide recommendations to reduce fatalities and serious injury collisions for these 'at risk drivers'. <p>The task force began meeting monthly in February 2006. They are currently evaluating DOT data and methods to identify at-risk behavior. They will present recommendations to DOL's director in October 2006. Recommendations will likely include drivers courses curriculum changes, outreach, and education materials.</p>				